

**General Services Administration  
Federal Acquisition Service  
401 West Peachtree Street (Suite 2700)  
Atlanta, Georgia 30308**

**PERFORMANCE-BASED STATEMENT OF WORK (PBSOW)  
FOR  
FINANCIAL SERVICES SUPPORT  
AT THE  
PEACHTREE SUMMIT BUILDING  
ATLANTA, GA**

Task No. 4QTK4708CM08

Contract Vehicle:  
GSA – FSS  
Financial and Business Solutions (FABS)  
Schedule

SIN 520-11  
Accounting

## **1.0. BACKGROUND**

This Performance-Based Statement of Work (PBSOW) defines the General Services Administration's (GSA's) requirements for Financial Support Services at the Peachtree Summit Federal Building in Atlanta, Georgia. The GSA's Financial Services Center (FSC) provides telecommunications financial services and support to the Federal Acquisition Service (FAS) and other Federal Agencies, using various GSA contracts providing these services. These activities are handled within the GSA's FSC. Due to increasing work volume from new agency customers, it has become necessary to maintain supplemental Financial Support Services.

## **2.0. OFFICE PC AND NETWORK ENVIRONMENT**

The contractor's personnel shall be conversant with the following technologies:

### **2.1. Hardware**

To perform its task, the FSC office uses at a minimum, the following hardware:

- Pentium II-400 PC's (or higher)
- Networked Laser Printers
- Desktop or shared Office FAX Machine
- Shared Office Copier

### **2.2. Software**

The offered solution must include personnel proficient with the use of the following software, which the FSC uses to perform its tasks:

- Microsoft Windows 2000 (or higher)
- Microsoft Office 2000 (or higher)
- Hyperterminal (Part of Windows OS)
- Microsoft Internet Explorer

## **3.0. SCOPE OF WORK**

The purpose of this task is to fulfill the Government's requirement, to secure accounting professionals for the purposes of performing duties such as transaction analysis, transaction processing, data analysis and summarization, as well as ensuring the appropriate designation of accounting transaction classifications.

To satisfy the Government's requirement, the following work functions have been detailed and must be performed by the successful offeror:

- Review, research and process for payment, vendor invoices for telecommunications services, to include, but not limited to; Verifying that customer inventories are accurately reflected on vendor invoices.
- Coordinate inventory corrections with GSA Telecommunications Managers and vendor points of contact.

- Research all past due balances on vendor invoices and ensure all balances are properly paid/disputed.
- Answer calls from the GSA Office of Finance in regards to the processing of vendor payments.
- Answer calls from customers regarding their monthly telephone bills rendered from GSA.
- Input data into an inventory system to ensure customers are billed properly for services/usage.
- Maintain spreadsheets on vendor accounts, identifying the appropriate accounting line items and the corresponding customer billings
- Provide information on vendor accounts/customer billings to GSA Lead Analysts/FSC managers on an “as needed” basis.
- Each analyst will submit a monthly Work Track report detailing processed invoices and status of accounts. **\*see attachment 2 “billing report for example”.**
- Semi-annual audit of 4 accounts per analyst by Senior Accounting Analyst (accounts to be randomly selected by GSA) **\*see attachment 3 “audit report” for example.**

#### **4.0. EXPERTISE REQUIRED**

##### **4.1. Task Description.**

The contractor shall provide financial support to the GSA FAS Financial Services Center in Atlanta GA, as described in this solicitation.

**4.1.1** Offer shall disclose skill levels, as defined in the FABS Contract, being offered as part of their solution.

**4.1.2** The Government requires, as a minimum, an on-site manager be offered, that shall be responsible for ensuring that all Government requirements are being accomplished and that all other offered resources are successfully performing their tasks in accordance with this PBSOW and that that all operations are be accomplished with all deadlines being met.

**4.1.3** Offeror shall consult with Government anytime that a personnel resource replacement or substitution is being considered, either prior to or subsequent award of delivery order. The Government reserves the right to review all such substitutions and requires the review of their resume(s).

#### **4.1.4 Workload Estimate**

Offerors shall quote only those personnel possessing qualifications and experience which reflect an ability to perform all responsibilities for the specified labor category.

This estimate is “Only” a guide designed to assist potential Offerors in developing their staffing plan and subsequent price quote. Offerors may propose differing labor categories, number of personnel and number of labor hours from those provided in this planning estimate. The planning estimate is not intended to limit a potential Offeror’s ability to offer alternative solutions to task performance.

However, if an offeror quotes a labor mix (labor categories, number of personnel and labor hours) that differ significantly from those in this planning estimate; then, the Offeror shall provide a detailed description explaining their rationale for the deviation. Failure to provide a detailed rationale explaining any significant variations, shall impact the Government’s evaluation of the offeror’s solution.

The following estimate is based on numbers of man-hours:

<b>Labor Category</b>	<b>Base Period Hrs</b>	<b>Option Year One Hrs</b>	<b>Option Year Two Hrs</b>	<b>Option Year Three Hrs</b>	<b>Option Year Four Hrs</b>
Senior Accounting Analyst	1960	1960	1960	1960	1960
Accounting Analyst	23,520	23,520	23,520	23,520	23,520

#### **4.2 Travel**

There may be an occasional need for the Offeror to travel to agency sites or to attend Government unique training. However, the specific details cannot be identified at this time. Travel costs will be reimbursed in accordance with Federal Travel Regulations in effect at the time of travel.

### **5.0. PERFORMANCE CRITERIA.**

#### **5.1 Place of Performance.**

General Services Administration  
Federal Acquisition Service  
401 West Peachtree Street (Suite 800)  
Atlanta, GA 30308

#### **5.2 Hours of Work**

Hours shall be based on a 40 hour per week/per employee basis. This support shall be performed Monday through Friday, with the exception of Federal Holidays.

### **5.3 Security and Privacy.**

#### **5.3.1 Clearances.**

Background Investigation -- Contractor employees assigned to this task are required to complete the National Agency Check with Inquiry (NACI) in accordance with the Homeland Security Presidential Directive–12 (HSPD-12) process through GSA. This background investigation will be processed by the GSA and completed before the contractor employee is issued a permanent identification badge. All "unfavorable information" security check results will be reported to GSA for appropriate authorized action. Due to the sensitive nature of the information involved, the contractor may have access to non-disclosure financial information. The contractor will have special clearance for access to building on weekends and after hours as needed and authorized by the Government. The contractor shall not disclose proprietary information to outside private or public sources. Successful Offeror shall submit and complete all HSPD-12 requirements in order to have a staff fully adjudicated in order that they will begin work, on site at the Place of Performance with access to the necessary U.S. Government Systems on the day that performance starts. Successful Offeror shall conduct their own Background investigations to help ensure that all offered Personnel resources are good candidates with regard to background.

#### **5.3.2 Privacy Act.**

The contractor is bound by the rules as provided in the Privacy Act of 1974. Information of personal nature may be found working with the systems.

#### **5.3.3 Non-Disclosure Statement**

Contractor's employees shall sign a non-disclosure statement to prevent the release of sensitive Government or commercial data.

#### **5.3.4 Personal Services:**

The client has determined that use of the GSA contract to satisfy requirements is in the best interest of the Government, economic and other factors considered, and this task is not being used to procure personal services prohibited by the Federal Acquisition Regulation (FAR) Part 37.104 titled "Personal Services Contract".

### **6.0. GOVERNMENT FURNISHED ITEMS**

The Government will furnish all office equipment, office supplies, and furnishings necessary to perform the requirements at the place of performance. The contractor shall be responsible for the proper care and authorized use of Government-owned property.

### **7.0. CONTRACTOR FURNISHED ITEMS**

The Contractor, at his own expense shall provide training necessary for Contractor employees. The Contractor shall develop a training plan to address task specific training requirements. The Contractor is responsible for the supervision of contractor's employees.

## **8.0. PERIOD OF PERFORMANCE**

The period of performance: The period of performance shall consist of One (1) Base Year, beginning on November 1, 2008 and completing on October 31, 2009, with four (4) Option Years.

### **8.1. Delivery of Service**

The Offeror shall be prepared to deliver all contractor-employees and have them in place at the location specified in the order within seven (7) calendar days after receipt of the order.

## **9.0. REPORTS**

**Monthly Status Report including a monthly Financial Section:** The Current Period Charges shall include the costs per employee associated with their for travel per employee/trip, and any itemized Other Direct Costs (ODC)'s, as ordered. The monthly report shall be submitted to the Director of the GSA FSC. (See Section 10 below for address information).

## **10.0. INVOICING**

Invoices for services provided to GSA, shall be submitted to the following address for payment:

### **GSA Payment Office**

Invoices for equipment and services ordered by GSA shall be submitted electronically via GSA ITSS and sent also in its original form to the following address for payment:

GSA Finance 7BC 299x  
PO Box 17181  
Ft Worth, TX 76102-0181  
**(Include ACT Number from Block 4 of GSA Form 300)**

**The “remit to” address must correspond to the remittance address in the contract.**

Information necessary to enable the Government to make payment by wire transfer shall be furnished, if requested.

Problem Notification: The Awardee shall bring problems or potential problems affecting performance to the attention of the agency, and the client representative as soon as possible verbally. Verbal reports shall be followed up with written reports directed to the Representative, and the GSA Contracting Officer.

## **11.0. TYPE OF ORDER**

The Government contemplates a Fixed Price task order issued against the FABS contract.

## **12.0. EVALUATION CRITERIA**

The GSA contemplates a single award, based on Best Value to the Government.

The following criteria will be used to measure best value and determine award:

Quotes will be evaluated and award will be made based upon three (3) evaluation factors (Experience & Qualifications, Solution, and Past Performance) plus price. Of the three factors, Experience & Qualifications are significantly more important than Technical Solution and Past Performance, with Technical Solution being more important than Past Performance. Price is less important than the three aforementioned evaluation factors. In the event that all quoters score equally on the evaluation factors, price will become the determining factor.

### **12.1 Experience & Qualifications (50%):**

Considers the Offeror's experience and demonstrated commitment in helping clients deliver financial support services to a client's Local and Regional customers. Also considers the Offeror's qualifications as exhibited by their organizational and staff levels of expertise. Offeror shall provide the resumes of the contract labor offered.

### **12.2 Solution (30%):**

Considers the Offeror's capabilities and plans for implementing the required services, and meeting the performance-based criteria. The Offeror shall describe in detail the recommended plans to minimize the risk of any lapse in service to GSA's federal customers to include a transition plan from the existing service to the new service. Technical Solution shall include a Transition Plan which shall be provided by the Offeror(s) at the time of offer. Transition Plan shall address a solution which will result in no disruption of service while moving from the performance of the expiring task order to the performance of this new task order.

### **12.3 Past Performance (20%):**

The Vendor shall list all Projects of Similar Size and Scope within the past twelve (12) months. The contractor shall submit no less than three (3) references for work performed on projects of similar size. These references shall list demonstrable experience in providing each of the service requirements contained in this PBSOW. The vendor shall have an established Positive Performance History (customer satisfaction).

**12.3.1 Past performance questionnaires shall be provided in accordance with the following instructions.**

The offeror shall provide the attached Past Performance Questionnaire (see Attachment I) to the primary “Point of Contact” for the each project referenced. The “Point of Contact” shall complete the Past Performance Questionnaire. The “Point of Contact” shall then submit the Past Performance Questionnaire directly to the GSA Contracting Officer at [david.wilson@gsa.gov](mailto:david.wilson@gsa.gov). Questionnaires shall be due no later than October 17<sup>th</sup> and will only be accepted **via email**. The submission of the questionnaire must come directly to GSA from the “Point of Contact” for the referenced project. Past Performance Questionnaires received directly from the offeror shall not be considered. The Government reserves the right to contact each “Point of Contact” or other individuals related to the referenced projects to obtain additional or clarifying past performance information

In evaluating past performance, the Government will review “how well the offeror has performed” on other relevant comparable projects. Past performance will be evaluated to assess its relative merit with respect to the current requirement and then as compared to that of competing Offerors. The evaluation shall be based on current and past performance information furnished by the offeror as well as information from other available sources, such as (but not limited to) government past performance data bases, other government agencies, suppliers, subcontractors, or customers of the offeror. Greater weight shall be given to information received from past performance references, than the written information furnished by the offeror in their quote. Greater weight shall be given to projects demonstrating greater relevance or comparability to the current requirement.

**12.4 Price:**

Considers the price quoted for all requirements in this PBSOW. Contractor shall show price breakdown for base contract period and option periods as follows: Established Schedule Rates, Description of Disciplines, Training Services, and All Applied Discounts. The contractor shall include all other costs associated with implementing this solution or any additional expenses to be charged by the vendor in order to accomplish the requirements of this PBSOW.

**13.0. SECTION 508**

All Offerors are to be Section 508 compliant.

**14.0. GSA POINTS OF CONTACT**

<b>Project Manager/COTR</b>	<b>Charles Martin</b>	<b>404-331-1580</b>
<b>FSC/Deputy Director</b>	<b>Katrina Winfrey</b>	<b>404-331-1143</b>
<b>Contracting Officer</b>	<b>David K. Wilson</b>	<b>404-331-3512</b>



## **15.0. OPTION CLAUSES**

FAR 52.217-8 Option to Extend Services (Nov 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed six (6) months. The Contracting Officer may exercise the option by written notice to the Contractor within thirty (30) days.

FAR 52.217-9 Option to Extend the Term of the Contract (Mar 2000)

a. The Government may extend the term of this contract by written notice to the Contractor within thirty (30) days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least sixty (60) days before the contract expires. The preliminary notice does not commit the Government to an extension.

b. If the Government exercises this option, the extended contract shall be considered to include this option clause.

c. The total duration of this contract, including the exercise of any options under this clause, shall not exceed Five (5) years.

52.217-5 Evaluation of Options (Jul 1990)

52.232-18 Availability of Funds (Apr 1984)

## **PERFORMANCE-BASED MATRIX**

### **ATLANTA FINANCIAL SERVICES CENTER**

This is a performance-based task. Deliverables for this effort shall be satisfactory performance by the Offeror as described in the Performance Matrix.

<b>REQUIREMENT/SKILL</b>	<b>INDICATORS/VOLUMES</b>	<b>ACCEPTANCE</b>	<b>METHOD OF MEASUREMENT</b>
Review, research and process for payment vendor invoices for telecommunications services. 3.0	2855 invoices per month	Invoices reconciled with TOPS data and paid within 7 days of receipt	Monthly review of randomly selected processed invoices
Coordinate inventory corrections with GSA Telecommunications Managers and vendor points of contact. 3.0	Approx. 375 to 425 corrections required per month	Corrected vendor invoices/TOPS inventory in subsequent month	Per Action and Monthly Reviews
Research all past due balances on vendor invoices and ensure all balances are properly paid/disputed. 3.0	Balances reviewed on all monthly invoices (approx. 2855 per month)	Justifiable monthly balances and records or properly disputed balances.	Periodic Review
Answer calls from the GSA Office of Finance in regards to the processing of vendor payments. 3.0	Approx. 30 calls per day	Calls answered promptly or messages returned within the business day. Requested information provided to Office of Finance in timely manner, as determined by best business practices as dictated by the circumstance.	Input from technicians in Office of Finance
Answer calls from customers regarding their monthly telephone bills rendered from GSA. 3.0	Approx 30 calls per week	Calls answered promptly or messages returned within the business day. Customers receive requested information.	Periodic review and input from GSA customers.

Input data into inventory system to ensure customers are billed properly for services/usage. 3.0	Approximately 2855 miscellaneous billings processed per Month.	Billing processed within 30 days of payment of corresponding invoice.	Monthly review of randomly selected invoices.
Maintain spreadsheets on vendor accounts, identifying the appropriate accounting line items and the corresponding customer billings. 3.0	One spreadsheet per invoices processed (approx. 2855 per month).	Spreadsheets identify the breakdown of the invoices and reflect the misc. customer billings.	Random review of spreadsheets
Provide information on vendor accounts/customer billings to GSA Senior Accounting Analyst/FSC management on an "as needed" basis. 3.0	Approximately 80 inquiries per week.	Requested information provided on an established due date or in a timely manner as determined by best business practices as dictated by the circumstances.	Input from FSC Lead Analysts and Management.
Each analyst will submit a monthly Work Track report detailing processed invoices and status of accounts. 3.0	All assigned accounts listed and invoices processed for payment, inventory issues, and past due balances indicated.	Spreadsheet provided on the established due date.	Periodic Review
Semi-annual audit of 4 accounts per analyst by Senior Accounting Analyst (accounts to be randomly selected by GSA). 3,0	Review of selected accounts for accuracy of payment processing, reconciliation of inventory, and past due balances. Miscellaneous billing will be verified.	Spreadsheet provided to management semi-annually of findings.	Periodic Review
Offeror shall provide the resumes of the contract labor offered. 4.1.3 and 12.1	Qualifications and proficiencies of software used by FSC. List any certifications, experiences related to tasks to be performed	Adequate illustration of proficiencies of software required by the Government for use and experience relative to job to be performed.	With Offer

**PAST PERFORMANCE QUESTIONNAIRE**

Company Being Evaluated: \_\_\_\_\_

Contract/Task Number: \_\_\_\_\_

Name of Individual Performing Evaluation: \_\_\_\_\_

Agency/Company Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_ email: \_\_\_\_\_

**Project Information:**

Type of Contract (circle or bold one): Firm-Fixed-Price, Labor Hours, Time & Materials, Cost-Reimbursement, Other

Dollar Value of Contract: \_\_\_\_\_

Brief Description or Work Performed: \_\_\_\_\_

**Evaluation:**

Please rate the subject firm in accordance with the following standards:

5 = Exceptional    4 = Good    3 = Satisfactory    2 = Marginal    1 = Unacceptable    N/O = Not Observed

Criteria	5	4	3	2	1	N/O
1. Quality of Services – Compliance with Contract Requirements, Technical Excellence, Accuracy of Reports, etc.						
2. Management Controls - Responsiveness, Management of Staff, Project Management, etc.						
3. Staffing (Overall Qualifications of Staff, Recruitment and Retention of Staff, Timely filling of Vacancies)						
4. Schedule Compliance – Timeliness of the Contractor Against the Schedule of Activities, Milestones and Deliverables.						
5. Customer Satisfaction - Customer Satisfaction (reasonable and cooperative behavior and commitment to customer service).						

Would you hire the subject firm again?    Yes    No

Reason Why: \_\_\_\_\_

Additional comments may be attached on a separate page.

**Please email your response to [david.wilson@gsa.gov](mailto:david.wilson@gsa.gov) by October 17, 2008.**



AUDIT REVIEW REPORT

ACT #	SYS	BILLDATE- Service MM/YY		Yes/No	Remarks
			Does BA/FC match payment amt? Misc billings processed? Is the account reconciled? Provide comments in Remarks section. Past due balance? Are bills paid in 7 days?		
				time stamp keyed in tops	mm/dd/yy mm/dd/yy
		MM/YY	Does BA/FC match payment amt? Misc billings processed? Is the account reconciled? Provide comments in Remarks section. Past due balance? Are bills paid in 7 days?		
				time stamp keyed in tops	mm/dd/yy mm/dd/yy
		MM/YY	Does BA/FC match payment amt? Misc billings processed? Is the account reconciled? Provide comments in Remarks section. Past due balance? Are bills paid in 7 days?		
				time stamp keyed in tops	mm/dd/yy mm/dd/yy
		MM/YY	Does BA/FC match payment amt? Misc billings processed? Is the account reconciled? Provide comments in Remarks section. Past due balance? Are bills paid in 7 days?		
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